



follycon 88

The 1988 Eastercon

OPERATIONS HANDBOOK

INTRODUCTION

Thank you for volunteering to help with the running of the convention. This handbook gives some information that may be useful or essential from time to time.

It is divided into two sections. The first contains information that everyone should know, no matter what they're doing. The second has detailed descriptions of what the main roles involve.

GENERAL INFORMATION

If you haven't already done so, please go to the Ops Room (Room 126) to sign up for whatever you would like to do. This room is the coordinating centre for all convention operations during the day and evening.

The main Ops teams are divided into five shifts as follows:

- A: Fri 1200-1530, Sat 1400-1730, Sun 1630-1930
- B: Fri 1500-1830, Sat 1700-2000, Sun 1900-2400
- C: Fri 1800-2130, Sat 1930-2330, Mon 1030-1400
- D: Fri 2100-0030, Sun 1030-1400, Mon 1330-1700
- E: Sat 1100-1430, Sun 1330-1700

Notes:

- 1). A few people are needed from time to time outside these hours. In the morning, they will be taken from the first shift that day, and in the evening from the last.
- 2). These shifts are marked on the master copies of the programme held in the Ops Room and Green Room.
- 3). There is a half-hour overlap for shift changes.
- 4). The Duty Committee member shifts extend outside these hours:

Thu 1300-1600 - SL; Thu 1600-1900 - CF; Thu 1900-late - AS
Fri late-0800 - SL(asleep but on call); Fri 0800-1000 - CF
Fri 1000-1200 - JP; Fri 1200-1500 - T ; Fri 1500-1800 - SL
Fri 1800-2100 - CF; Fri 2100-0130 - AS; Sat 0130-0500 - SL
Sat 0500-0800 - MA; Sat 0800-1000 - KN; Sat 1000-1330 - JP
Sat 1330-1700 - T ; Sat 1700-1930 - SL; Sat 1930-0130 - CF
Sun 0130-0800 - GN; Sun 0800-1000 - MS; Sun 1000-1330 - JP
Sun 1330-1630 - AS; Sun 1630-1900 - T ; Sun 1900-0130 - SL
Mon 0130-0800 - AS; Mon 0800-1000 - KN; Mon 1000-1330 - CF
Mon 1330-1700 - AS; Mon 1700-2000 - JP; Mon 2000-late - T
Monday night - Undecided (asleep but on call)

SL=Steve Linton, CF=Colin Fine, AS=Alison Scott, JP=Joan Paterson,
T=Tibs, MA=Mike Abbott, KN=Karen Naylor, GN=Gytha North, MS=Mike Scott

TECHNICAL NOTES

For non-technical people.

The basic rule is don't touch anything. If something has got to be turned off, everything can safely be turned off at the power point except computers, which may lose data, and should in any case be turned off with their own switches - ask someone if at all possible. Don't move projectors until they've had time to cool down, as hot bulbs are very fragile and may break if you sneer at them.

GREEN ROOM NOTES

The Green Room's main function is keeping the programme running smoothly. It is responsible for collecting programme participants 15 minutes in advance of their item, lubricating them and getting them to their items, setting the halls up for each item, and publicising each item. It is also the fixed contact point for our guests if they have any problems or just want a chat. The Green Room will not be used for Fan Room programme items occurring after 12 noon.

Each programme participant is entitled to one drink per programme item, although exceptions may be made for long items involving a lot of talking, such as auctioneers or the Writers' Workshop moderator. 'Programme participant' includes auction runners, quiz scorekeepers and other people who are helping for the duration of an item, even if not on stage.

Drinks will be paid for with Follycon drink vouchers, which are good for up to £5 in the convention bars. They are only valid when signed and countersigned by the same person. They will be issued to the Green Room manager, Duty Ops Manager, Jimmy Robertson and the DCM, who should sign (but not countersign) as soon as they get them. They can then be countersigned and given to gophers for use as needed.

For items on Main and Alternative programmes, a gopher should give the moderator a five minute warning and a three minute warning, and if the item has still not finished five minutes before the slot it is in ends, he should go up to the moderator, and politely request him to wind up. For workshops, a gopher should simply check the room ten minutes before it is needed for the next item, and request any item still running to wind up or move to the bar or lounge. Item moderators (or equivalent) should be given a note explaining this procedure before their item starts.

During any slack moments, a Green Room gopher should take down to the Registration Desk a list of programme participants needed during the next shift, and check that they have all registered for the convention. However, if the Registration Desk is swamped, do not bother them unnecessarily.

There is no need to be paranoid about getting everyone needed for a programme item in the Green Room. If someone is watching the previous programme item, just note where he is so that you can go to get him when needed. If someone cannot be found, please contact Mike Abbott (Programme Manager) if possible, and otherwise the DCM.

SECURITY NOTES

Art Show: No exhibit may be removed from the art show without the direct authorisation of a committee member or Kev Dixon, not even by the artist. If someone claims to have the right to remove an exhibit, contact the Ops Room immediately.

Programme Rooms: Equipment may only be removed by committee members or people with Steward or Technical badges. These rooms should be locked outside programming hours, and it should be reported if they aren't. This does not include workshop rooms, which may be used for informal events at all hours.

Dealers' Room: No one may enter between 6:30 pm and 9:50 am except the overnight Security person, without the *direct* authorisation of a committee member. Only people wearing dealers' badges may be in the Dealers' Room between 9:50 am and 10 am and between 6 pm and 6:30 pm.

General: If you see someone without a membership badge, please *politely* request to see their badge. If they can't produce one, try to summon a committee member or steward. Do not try to detain them if they won't hang around for this, but report it *immediately*. Remember that there may be hotel residents who are not convention members anywhere except the convention area.

HOTEL NOTES

Any problems with the hotel should be dealt with at committee level. The permanent hotel liaison is Karen Naylor, who should be bleeped if any problems arise between 8:30 am and 11:30 pm - otherwise call the DCM.

OPENING TIMES

The Art Show is open from 10 am to 6 pm Friday and Saturday, from 2pm to 6pm Sunday and from 10 am to 2 pm on Monday.

The Dealers' Room is open from 10am to 6pm Friday to Sunday, and from 10am to 4pm on Monday.

The Film Programme is open from 10am Friday morning to 6pm Monday evening, but will close from 7am to 8am each morning for cleaning.

The Ops Room is open from 9:30 pm to 12:30 am on Friday, from 9:30 am to 11:30 pm on Saturday, from 9:30 am to midnight on Sunday and from 9:30 am to 5 pm on Monday. Before the first shift of the day starts, it will be manned by one gopher.

The Green Room is open from half an hour before the first programme item of the day until after the last item for the day has started.

The Registration Desk is open from 6 pm to 10 pm on Thursday, 10 am to pm on Friday and Saturday and from 10 am to 4 pm on Sunday. It may open for a while on Monday. Outside opening hours, people wanting to join the con should be directed to the Ops Room if it is open, and otherwise to the DCM.

The Games Room is open 24 hours a day, and may expand into one of the workshops overnight.

Food and drink hours are stated in the programme handbook - please call for a committee member *at once* if the hotel is late opening or early closing any of these facilities.

SENIOR STAFF

Mike Abbott - Committee
Tibs - Committee
Joan Paterson - Committee
Mike Scott - Committee, Operations
Alison Scott - Committee, Publicity, Press Liaison
Karen Naylor - Committee, Hotel Liaison, Creche
Colin Fine - Committee
Gytha North - Committee, Guests, Art, Dealers
Richard the Rampant - Committee, Technical
Steve Linton - Committee
Pat Brown - Committee, Memberships
Dave Brown - Committee, Treasurer, Memberships

Kim Campbell - Security
Tim Broadribb - Films
Andy Morris - Films
Kev Dixon - Art Show
Sue Mason - Art Show
Jimmy Robertson - Fan Room
Bethanne Baldwin - Gopher Mother
Alan Hyde (badge name Glyph) - Games Room
Rob Meades - Newsletter & Repro Room
Gillian Henborough - Creche
Mrs Naylor - Creche

GUESTS

Gordon R Dickson
Gwyneth Jones
Len Wein
Greg Pickersgill
Fox
Diane Duane
Peter Morwood

WHO TO CALL WHEN IT ALL FALLS APART

HOTEL - Karen Naylor (Hotel bleep).
OPERATIONS - Ops Room (Phone/radio base station) or Mike Scott (Ops bleep).
PROGRAMME - Mike Abbott.
SECURITY - Duty Security Manager (radio) or Kim Campbell (Security bleep).
MEMBERSHIP - Pat Brown (Membership bleep) or Dave Brown (Treasurer bleep).
FINANCE - Dave Brown (Treasurer bleep).
TECHNICAL - Breakdowns - Hit Squad bleep, General - Gary Stratmann (General Tech bleep) or Richard the Rampant (radio).
PRESS - Alison Scott (Press bleep), otherwise the Registration Desk.
ART SHOW - Kev Dixon or Gytha North (radio).
DEALERS - Gytha North (radio).
FAN ROOM - Jimmy Robertson or Mike Abbott.
GUESTS - Gytha North (but Mike Abbott for Greg Pickersgill).
EVERYTHING ELSE (OR SOMEONE NOT AVAILABLE) - DUTY COMMITTEE MEMBER (radio and/or bleep).

COMMUNICATIONS

There are internal phones in nearly all convention locations. A directory is available in the Ops Room, Green Room and Registration Desk.

Some people who need to be contacted easily carry bleeps. To bleep someone, during the day call the Ops Room and ask them to bleep the person required. Bleeps are carried by Karen Naylor, Mike Scott, Pat Brown, Dave Brown, Kim Campbell, Alison Scott, Film Manager, Technical Hit Squad, General Technical Manager and Duty Committee Member.

There are also walkie-talkie radios in use. These are allocated to the Ops Room, Registration Desk, Gary Stratmann, Richard the Rampant, Gytha North/Kev Dixon, Duty Security Manager, Duty Committee Member and as needed. At night, a radio will be kept at the hotel front desk which can be used to contact the DCM or Security Manager. If you have a radio, please remember to return it to Ops from time to time for recharging and checking.

JOB DESCRIPTIONS

DUTY COMMITTEE MEMBER

The DCM is the official voice of the convention, and is responsible for everything that goes on. He makes all committee level decisions, deals with emergencies that no one else can manage, and generally has a miserable time.

Responsibilities: Run a good con.

Over: Everyone

Under: No one

Powers: Leaps tall buildings at a single bound, faster than a speeding bullet, more powerful than a locomotive...

Can spend up to £50, or £200 with Treasurer's approval.

PROGRAMME MANAGER

The Programme Manager (Mike Abbott) is responsible for keeping the programme organised if people fail to show up, items have to be cancelled for any reason, or anything else goes wrong. He is also the final authority for all questions about the programme.

Responsibilities: Ensure that there is a programme for the Green Room to keep running.

Make sure that everyone on the programme knows where and when they are wanted, and is happy with that.

Over: Green Room crew

Under: DCM

Powers: Can buy drinks to placate people, recruit gophers and programme participants as needed.

DUTY OPERATIONS MANAGER

The role of the Operations Manager is to *remain in the Ops room*, handling communications, organising people, making decisions and dealing with crises as needed.

Responsibilities: Ensure everyone else is doing their jobs and has all the gophers, equipment, space etc. that they need.
Maintain Ops Room displays, noticeboards, lists etc.
Act as radio base station operator, handle bleeps etc.
Log equipment in and out of secure store.
Keep a stock of drink vouchers.
Keep useful information such as train timetables, maps, etc.
Maintain gopher rosters and deal with volunteers.

Over: Green Room team, information gopher, other gophers.

Under: DCM, (Overall Ops Manager)

Powers: Can make decisions that are not obvious committee matters, and do not involve spending more than £10. Can sign drink vouchers.

Equipment: Radio base station; Stationery kit; Log books for equipment and drink vouchers; Full programme.

GREEN ROOM MANAGER

The Green Room Manager is in charge of the Green Room team, who are responsible for keeping the programme ticking over by getting the right people to the right places at the right time, winding items up when they run out of time, and keeping the convention informed of what is going on in the programme.

Responsibilities: Ensure that all programme items start & finish on time.
Ensure that all programme participants are located and delivered to the right place at the right time.
Ensure that each person who is entitled to one has a drink.
Ensure that all programme items are adequately signposted and publicised.
Ensure that each room is set up for each item, with the correct equipment, tables, chairs etc.
Deal with any guest or programme participant with a problem.
Keep a stock of drink vouchers for use in the Green Room and for issue to committee members who want them.
Keep all guests happy and amused.

Over: Green Room gophers

Under: Duty Ops Manager

Powers: Can decide who deserves a free drink. Can sign drink vouchers.

Equipment: Book for recording drink vouchers issued; Radio; Full programme; Stationery kit; Drink vouchers; Gopher rosters.

INFORMATION GOPHER

The Information Gopher is responsible for keeping all areas of Ops, including security & technical, in touch with each other, the committee and the convention, but *not* for running the radios or bleeps.

This is to be achieved by carrying a message pad round the convention, calling at each of the following at least once per hour:

Ops Room, Green Room, Films, Technical Manager, Security Manager, DCM, Dealers' Room, Art Show, Newsletter.

When not trying to locate any of the above, the Information Gopher should check that all signposts and noticeboards are up to date and adequate.

Responsibilities: See that *everyone* at the convention, especially staff and committee, know all that they need to know at all times.

Under: Duty Ops Manager

Over: No one, but can recruit gophers in an emergency.

Powers: Can requisition stationery as needed from Ops Room.

Equipment: Message pad, pens, pencils, paper, posters.

OVERALL OPS MANAGER

The Overall Ops Manager (Mike Scott) works no shift but is available to deal with emergencies all the time the Ops Room is open.

The Duty Ops Manager is tied to the Ops Room, so the Overall Ops Manager can act as an on the spot troubleshooter when emergencies arise.

Responsibilities: plug any holes in the Ops structure. Act as a troubleshooter as needed.

Over: Duty Ops Manager

Under: DCM

Powers: Omnipotent (but needs Treasurer's approval before spending more than £50).